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**L-3 Army Fleet Support
Fort Rucker, Alabama**
JOB ANNOUNCEMENT
FOR INTERNAL & EXTERNAL APPLICANTS

Date: September 6, 2016

Position: Quality Control Supervisor ~ Requisition #083833

Location: Cairns Field, Fort Rucker, AL

Salary: Furnished to Qualified Applicants

Job Duties/
Responsibilities: See Attached Job Description
Qualified AFS employees will be given hiring consideration

Closing Date: September 16, 2016

To apply, go to www.armyfleetsupport.com, career section. AFS internal applicants must submit form 208 to Human Resources.

Recruiting & Staffing

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L-3 ARMY FLEET SUPPORT

JOB DESCRIPTION

Job Title: **Quality Supervisor**

Job Number: 90F

Department: Quality

FLSA Status: Exempt

Report to: Sr. Manager, Quality and/or Chief Inspector

Schedule: Variable

Location: TBD

Revision Date: 10/02/13

BASIC FUNCTION SUMMARY

Responsible for managing the Quality Support Program at assigned location. Supervises and coordinates activities of workers engaged in the inspection and testing of aircraft, equipment, parts, supplies and materials. Implements and enforces quality policies and procedures that meet the requirements of ISO 9000 and the maintenance contract. Evaluates maintenance actions to ensure safe and reliable aircraft, components, and equipment are provided in accordance with current technical publications and directives. Reviews reports and confers with quality assurance, maintenance, management, and engineering personnel to solve work-related problems. Demonstrates continuous effort to improve operations, decrease cycle time and streamline work processes, and works cooperatively and jointly to provide quality seamless customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates, as a member of management team, in formulating and establishing organizational policies and operating procedures for the company. Implements, coordinates, and manages all aspects of Quality Control at assigned location.
- Provides leadership to personnel through effective goal setting, delegation, and communication. Aligns goals of the section with the Company's goals, policies, and strategies.
- Conducts meetings to ensure that personnel are well informed of changes in quality programs, policies, and procedures.
- Administers and coordinates a quality control program at assigned location designed to ensure continuous production of products consistent with established standards.
- Supervises, assigns, directs, and coordinates the activities of workers engaged in the inspection and testing of aircraft, equipment, parts, supplies and materials to ensure the productivity, safety, and quality of assigned tasks.
- Implements and maintains quality control objectives and standards that meet the requirements of ISO 9000 and the maintenance contract.
- Reviews production schedules and related information and confers with managers to plan and determine the quality control support required to support the flying hour program. Implements plan to support the production process, maximizing product reliability and minimizing costs.
- Ensures the currency of Maintenance Instructions, Work Instructions, Training Procedures, and Quality Procedures.
- Supervise, inspects and verifies proper completion and documentation of safety and flight discrepancies.

- Determines when functional test flights are required in accordance with applicable technical manuals and TM 1-1500-328-23.
- Briefs flight crews as required on status of maintenance discrepancies and inspection criteria. Debriefs flight crews to assess, describe, and record aircraft discrepancies and to obtain adequate troubleshooting information and flight data.
- Researches and analyzes aircraft history for recurring maintenance discrepancies or trends, and initiates appropriate action.
- Inspects and reviews maintenance source documents, inspection records, and other related forms used in aircraft, vehicle, and equipment maintenance to ensure forms and records are current, and comply with established procedures, Army directives, and contract specifications.
- Reviews incoming technical publications, changes, and directives to determine impact on the documentation and maintenance of applicable aircraft.
- Provides technical assistance and interpretation of technical publications, directives, procedures, and instructions to assure quality maintenance.
- Compiles, gathers, analyzes and maintains information on maintenance and material defects that impact the maintenance effort.
- Implements and enforces inspection, audit, and monitoring schedules to determine the condition of assigned equipment and proficiency of maintenance personnel.
- Ensures the master technical library is current and complete, and that updates, changes, and revisions to technical data is distributed throughout the maintenance complex in an expeditious manner.
- Conducts or directs training, and coordinates with unit managers and personnel as necessary to ensure implementation of policies and procedures. Ensures that training and development needs are met.
- Organizes and facilitates regularly scheduled quality training with managers, inspectors, and staff as needed to educate and implement quality as a strategy.
- Ensures sufficient manpower is available for planned work and shift coverage. Monitors time and attendance of personnel in the work center.
- Assures all labor and materials are being used and maintained in the proper manner and are allocated to the correct job and work order number.
- Works closely with personnel to ensure that only required parts are requested and ordered. Ensures unserviceable items are tagged and turned into supply system in a timely manner.
- Implements and enforces Company policies and procedures pertaining to the promotion, training, discipline and termination of employees. Ensures that all employees possess the qualifications and certifications necessary to perform their jobs.
- Ensures the preparation, maintenance, and accuracy of forms, files, records, reports and other applicable documents pertaining to the procurement, acquisition, issue, turn-in, and disposal of government parts, materials, supplies, and equipment. Reviews documentation for accuracy, completeness, and legibility.
- Determines priority of work and estimates man-hours, personnel, parts, materials, and facility requirements required to accomplish assigned tasks.
- Trains, develops, counsels and motivates subordinates; represents the Company at personnel-related hearings, investigations, and bargaining talks.
- Implements and enforces a sound and effective industrial, ground, and aviation safety program and a fully compliant environmental program at assigned location.
- Maintains a working relationship and acts as a liaison with internal and external customers in order to maintain a high level of cooperation and service.

- Conducts investigations into customer complaints relating to contractual deficiencies within the Quality Department. Performs root cause analysis, and recommends and implements appropriate corrective actions.
- Plays an active part in problem resolution, communicating plan to customers, and following up to ensure problems are resolved. Identifies and ensures customer requirements are met, and assesses and analyzes data to determine customer satisfaction.
- Coordinates with the customer, the original equipment manufacturer (OEM), engineering, management, safety, environmental, and other personnel as necessary to resolve issues with maintenance, quality control, and nondestructive testing.
- Ensures that policies are in accordance with evolving regulations, legal requirements, and industry trends.
- Reports all deviations from established policies or procedures, changes caused by the contractor, federal, or state requirements, or non-compliance with regulations and changes.
- Ensures summaries, analyses, and other data necessary to determine the quality of the overall maintenance effort is submitted to the Quality Team Director.
- Evaluates technical publications concerned with quality control/assurance practices and participates in activities of related professional organizations to update knowledge of program developments.
- Evaluates reports, decisions, and results of department in relation to established goals. Recommends new approaches, policies, and procedures to maximize the efficiency and effectiveness of the organization, while lowering costs.

QUALIFICATION STANDARDS

Knowledge: Frequent use and general knowledge of industry practices, techniques, and standards. Has a general application of concepts and principles.

Problem Solving: Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.

Discretion: Works under general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

Impact: Contributes to the completion of organizational projects and goals. Errors in judgment or failure to achieve results would normally require a moderate expenditure of resources to rectify.

Liaison: Frequent internal company and external contacts. Represents organization on specific projects.

Typical Experience & Education: The incumbent must have a high school diploma or equivalent. He or she must have successfully completed formal training conducted by the U.S. Army or Armed Forces equivalent, or training courses conducted by industry or civilian institutions. The incumbent must have a minimum of ten years experience in aviation maintenance and possess a valid FAA Airframe and Powerplant Certificate. The incumbent must have a minimum of five years quality control experience, of which three years must be commensurate with the position assigned.

The incumbent must possess a thorough working knowledge of aircraft systems, applicable maintenance/technical publications, basic tools, special tools, test, and ground support equipment. He or she must be able to read and interpret technical data, drawings, blueprints, maintenance instructions and other applicable data. The incumbent must be knowledgeable of corrosion detection, prevention and treatment. He or she must be familiar with flight line operations, safety requirements, and must be able to use, with accuracy, all measuring, test, and diagnostic equipment (TMDE) normally associated with aircraft maintenance. Must have working knowledge of and skill in using accepted trade methods and techniques used in nondestructive testing.

The incumbent must possess the necessary leadership and management skills necessary to lead and direct employees with the Quality Control section. The incumbent must be able to communicate effectively with all levels of employees throughout the organization. He or she must also be able to develop and maintain strong working relationships with internal and external customers. The incumbent must have a results oriented commitment to the continuing evolution of the quality system. This requires combining common sense, application of practical experience, and a technical knowledge base in developing, implementing and leading the quality control system in meeting corporate strategic and day-to-day objectives. The incumbent must be able to meet any Government/Company licensing/qualification requirements for the position and obtain the level of Industrial Security Clearance required by the Government.

The incumbent must be knowledgeable of problem solving techniques and have knowledge of ISO 9000 Quality Management System. The individual must have excellent prioritization, organization, analytical and decision-making skills. Must be computer literate and proficient in Microsoft Office.

PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS

This classification activity is usually accomplished in an office environment and as such requires a minimum of physical movements and postures associated with these activities. Typical physical demands or activities include standing, bending, stooping, pushing, kneeling, reaching and walking. May be required to lift objects whose weight normally will not exceed 25 pounds. Special vision abilities required to perform this job are close vision, peripheral vision, color vision, depth perception and the ability to adjust and focus.